



Eastern Pennsylvania Continuum of Care Coordinated Entry System Push By Name List Policies and Procedures

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Eastern PA CoC Coordinated Entry System Housing Policies and Procedures

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Transition from Pull to Push By Name List in Coordinated Entry

As of September 2024, the Eastern PA Continuum of Care no longer operates a “pull” system in which housing providers identify and enroll households from the By Name List (BNL) in PA HMIS based on their Housing Assessment score and their own program eligibility criteria. Instead, to better ensure alignment with HUD standards and equitable access to CoC housing resources, the CoC Governing Board approved the adoption of a “push” BNL in which Coordinated Entry Regional Managers will work directly with housing providers in their region to refer the next highest priority household on the BNL who meets the program funder’s eligibility criteria from Coordinated Entry for engagement and possible program enrollment. As per the 2024 HMIS Data Standards, these referrals will be made using the PA HMIS referral system.

Implementation of the Push By Name List

Effective September 2024, the Eastern PA CoC Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) providers will request and receive referrals from Coordinated Entry By Name List (BNL) placement and prioritization for the CoC’s Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs.

The purpose of PA-509 Eastern Pennsylvania Continuum of Care (CoC) Coordinated Entry By Name List Push Referral is to ensure that households eligible for CoC-funded programs are connected with appropriate housing and services as quickly and effectively as possible to reduce the length of time they experience homelessness.

Households will be “pushed” from the By Name List (BNL) in PA HMIS from Coordinated Entry Regional Managers to HUD CoC and ESG Grant Program funded housing and service providers based on a combination of the following:

- Housing Needs Assessment Score (VI-SPDAT or Housing Assessment Tool)
- Case Conferencing
- Written Standards for Prioritization by Project Type (e.g., RRH, PSH, etc.)

Related Procedures:

1. CoC-participating housing providers are required to inform the appropriate Coordinated Entry Regional Manager (RMs) when they have openings in their CoC-funded Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs, either a) by submitting a Housing Request Form (<https://forms.gle/jNGsRvNuEXeoyMXj9>) or b) during BNL case conferencing meetings.
2. Within two (2) business days of receiving notification of a program opening, RMs will refer one (1) eligible household to the provider from the BNL through a referral in PA HMIS.

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3. Housing providers will have up to five (5) business days to attempt to enroll the household referred (at least three (3) separate attempts to contact the households should be made). The provider must record the referral result in PA HMIS using the organization's Provider Dashboard.
4. Housing providers must notify the RM by email within seven (7) business days after receiving the referral as to whether each referred household is either: a) engaged, b) enrolled, c) not eligible, or d) unable to be contacted. RMs will be responsible for updating the CE Status of households on the BNL based on information provided by the housing provider until a household exits from the Coordinated Entry enrollment. If the status changes from engaged to enrolled or from enrolled to unsuccessful, the provider must send the RM an email informing them of this change within two (2) business days. If the referral is unsuccessful, the email should include a brief explanation of why the household was not enrolled.
5. If the referred household cannot be enrolled in the program, the RM will provide another eligible household based on prioritization status for each open RRH or PSH program opening until a successful enrollment is made.
6. If a Head of Household contacts the housing provider after seven (7) business days, the provider can either (a) enroll the household if a new referral has not yet been engaged or enrolled or (b) inform the Head of Household that the opening has been filled but that they are still on the By Name List.
7. If over time the housing provider routinely rejects referrals for households who should be eligible, the RM may choose to inform the CoC's Coordinated Entry and/or Funding Committees about this issue.
8. CoC-participating housing providers are expected to have at least one (1) staff member attend By Name List case conferencing meetings within the region they serve.

By Name List Eligibility Policy

Any household experiencing homelessness within the Eastern Pennsylvania CoC's geographic region is eligible for HUD-funded Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH) programs.

Experiencing homelessness means that a household's current living situation (on the night before contacting Coordinated Entry) is one of the following:

- Living and sleeping outside or in places not meant for human habitation
- Fleeing or attempting to flee domestic violence or human trafficking
- Staying in an emergency shelter
- Staying in a hotel or motel paid for by a charitable organization or government program or,
- Exiting an institution (ex. jail, prison, a psychiatric hospital, medical hospital, or drug/alcohol treatment program) after staying there for no more than 90 days and having been homeless before entering that institution.

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Households can only access the CoC's RRH and PSH programs by contacting the Coordinated Entry Call Center (211) or visiting a regional Coordinated Entry Access Site for intake, assessment, and placement on the By Name List in PA HMIS. Coordinated Entry does not provide direct services like housing, financial assistance, or case management. Further, By Name List placement does not guarantee housing or services because the need for these programs far outweighs the current resources available to CoC housing providers.

Transitional Housing participants are not eligible for By Name List placement. Transitional housing facilitates the movement of homeless individuals and families to permanent housing within 24 months of entering the program (see 24 CFR 578.37(a)(2)). For a program to be considered transitional housing, the participant must have a lease or occupancy agreement for a term of at least one month that ends in 24 months and cannot be extended (unless approved by HUD). Therefore, households enrolled in Transitional Housing programs do not meet the criteria for experiencing homelessness.

Although the HUD Category 1 definition of homelessness include "transitional housing" as an example of lacking "a fixed, regular, and adequate nighttime residence," this phrase is referencing more broadly any temporary housing project whose primary intent of the program is to serve homeless persons and whose actual program clients are predominantly homeless.

However, many programs operating within the CoC's geographic region are called transitional housing but do not meet the 24 CFR 578.37(a)(2) or the Category 1 definition. The CoC is not required to place households on the By Name List who are enrolled in programs called transitional housing that act like emergency shelters but are not registered and identified on its official Housing Inventory Count as Emergency Shelter.

If a household enrolled in CE has had no contact with a Coordinated Entry Specialist (as documented in their client record's CE Intake Notes) or contact with another HMIS participating CoC agency (as noted in their Client Record Dashboard or Case Notes) for over ninety (90) days, then the household will be exited from Coordinated Entry and removed from the By Name List.

Households exited from Coordinated Entry may enroll again by completing a new Coordinated Entry intake and assessment. At that point, they will be placed back on the By Name List if they meet the eligibility criteria for HUD Category 1 or 4 definitions of homelessness.

If a Head of Household who meets the Category 1 eligibility criteria enters an institution (e.g., jail, hospital, inpatient treatment center, etc.) after enrollment in Coordinated Entry, they will remain enrolled and on the By Name List until their institutional stay exceeds ninety (90) days. After ninety (90) days, they no longer meet the HUD Category 1 eligibility criteria and will be exited.